



CRS Member Information Letter

Did you know?

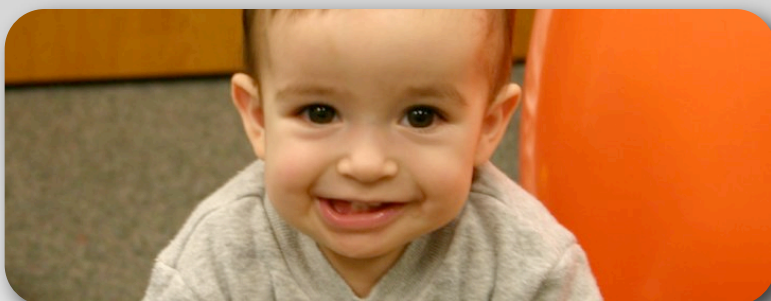


Provider Directory

Your CRS clinic has many doctors, nurses and staff. Some speak other languages than English. You can get an interpreter if the doctor does not speak your language. The clinic locations and doctors are in the provider directory. You can get one at your first clinic visit. Or you can ask for one at any time. You can call the CRS clinic near you for one. OCSHCN can mail you one. You can also get it from your clinic or the OCSHCN webpage:

<http://www.azdhs.gov/phs/ocshcn/>

Ask for one. It's free!



Language & Cultural Services

Translation & interpretive services are free and available for:

- Phone calls - making appointments - during clinic visits
- Getting information about your child's health
- Notices or letters
- Getting information read to you
- When a doctor does not speak your language
- Explaining your rights

Get it in the language you prefer.

Member Handbook

The member handbook tells you about some CRS policies. You can ask your clinic for a copy at any time. You can also get one from your clinic or the OCSHCN webpage. You can get it in a different language, in large print or have it read to you. Just let the CRS staff know. CRS wants you to understand what you receive.

The Children's Rehabilitative Services Administration (CRSA) is within the Office for Children with Special Health Care Needs (OCSHCN), which is responsible for the CRS Program. Contact us with any questions about the CRS Program.

Children's Rehabilitative Services Administration
Arizona Department of Health Services
Office for Children with Special Health Care Needs

150 North 18th Avenue, Suite # 330
Phoenix, AZ 85007-3243

(602) 542-1860
or
1-800-232-1676
(ask for the CRS Program)
<http://www.azdhs.gov/phs/ocshcn>

Appeals & Requests for Hearing

You have a right to not agree with decisions CRS makes. This is called an appeal. You can appeal in writing or orally. CRS has two types of appeals. The first type is a standard appeal. This appeal is used when CRS:

- Does not approve a service.
- Stops a service for a short period of time.
- Decreases a service that was approved.
- Totally stops a service that was already approved.
- Fails to provide services in a fair period of time.
- Fails to act in the required time of 14 days from the date of request for service.
 - If after the 14 days more time is needed, you can ask for an extension.
 - Extensions only happen if they are in the best interest of your child. Sometimes it takes 14 more days.

The second type is an expedited appeal. This appeal happens faster. The decision has to be made in 3 workdays. This appeal is used when CRS feels the health of your child is at risk using the standard appeal.

Grievances

If you are not satisfied with the care or services your child/youth is getting, CRS wants to know about it. You can ask CRS staff to help you resolve your problem. You can ask CRS staff to explain to you how to file a grievance. Your doctor can file a grievance for you. You can file a grievance orally or in writing. Grievances should be resolved within 90 days.

Fraud & Abuse

Fraud can happen when rules are not followed. If someone else uses your child's member ID card this is fraud. Abuse is an act that can hurt a person. This can go on when a service is of poor quality or harmful to the person.

If someone is doing something that you know is wrong, call OCSHCN. Call 1-800-232-1676. You will not get into trouble. You also do not have to give your name.

To fill out an online suspected fraud and abuse report, go to OCSHCN webpage:

<http://www.azdhs.gov/phs/ocshcn/>

For questions specific to the clinic where your child receives services, please contact:

Children's Health Center
124 West Thomas Road

Phoenix, AZ 85013
(602) 406-6400 /
1 (800) 392-2222
Patient Advocate
(602) 406-6460 or
(602) 406-3060

www.stjosephs-phx.org

Children's Clinics
for Rehabilitative
Services
2600 North Wyatt Drive
Tucson, AZ 85712
(520) 324-5437 /
1 (800) 231-8261
Patient Advocate
(520) 324-3224

www.childrensclinics.org

Children's
Rehabilitative Services

1200 North Beaver
Flagstaff, AZ 86001
(928) 773-2054 /
1 (800) 232-1018
Patient Advocate
(928) 773-2054

www.nahealth.com

Children's
Rehabilitative Services
2400 Avenue A
Yuma, AZ 85364
(928) 336-7095 /
1 (800) 837-7309
Patient Advocate
(928) 336-7294 or
(928) 336-1621

[www.yumaregional.org/
crsnew.html](http://www.yumaregional.org/crsnew.html)